



## Family Support Worker Job Description

### Job details

**Salary:** £18,000 to £22,000 depending on experience

**Hours:** 37 hours per week term time only

**Contract type:** Permanent

**Reporting to:** Ross Banks, Principal

### Main purpose

To work closely with parents and carers to help overcome students' barriers to learning, whether inside or outside school. This will involve maintaining regular communication, Supporting and sign posting interventions in place, and liaising with relevant staff and professionals to ensure parents and carers are consistently engaged in students' development and progress.

### Duties and responsibilities

#### Working with parents and carers

- Act as the lead point of contact for the parents/carers of students receiving additional support
- Maintain regular communication with specific parents/carers and provide personalised support for families through issues as they arise
- Supporting and sign posting interventions in place to encourage parents/carers' involvement in supporting students' development and progress
- Keep up to date on the latest services available in the local area so you can promote and signpost parents/carers to these via a range of communication channels (e.g. social media, newsletters, in meetings, etc)
- Carry out home visits, where required
- Implement and monitor progress of action plans, working with parents/carers to make adjustments to support as necessary
- Provide personalised support for parents/carers to help manage transition for their child
- Support parents/carers through the application process for accessing local services and help them attend relevant meetings

#### Working with staff and other professionals

- Work with relevant staff to identify and bring onboard students and parents/carers that would benefit from personalised support
- Develop action plans in consultation with relevant staff and professionals, where necessary
- Liaise and build relationships with external agencies and professionals, following up on actions where necessary
- Maintain regular communication with relevant staff to update them on progress of individual students
- Assist with carrying out early help assessments
- Assist with developing and reviewing the school's transition programme, contributing insights around the needs of parents/carers and students during this process

## **Record keeping**

- Maintain accurate records of interventions and relevant meetings
- Facilitate the transfer of relevant pupil information inside and outside the school
- Complete relevant paperwork required by external agencies
- Maintain accurate attendance register

## **Safeguarding**

- Work in line with statutory safeguarding guidance (e.g. Keeping Children Safe in Education, Prevent), and our child protection and health and safety policies
- Work with the designated safeguarding lead (DSL) to promote the best interests of students, including sharing concerns where necessary
- Promote the safeguarding of all students in the school

Please note that this is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the postholder will carry out. The postholder may be required to do other duties appropriate to the level of the role.

Phoenix Bay is committed to creating a diverse workforce. We will consider all qualified applicants for employment without regard to sex, race, religion, belief, sexual orientation, gender reassignment, pregnancy, maternity, age, disability, marriage or civil partnership.

## Person specification

CRITERIA	QUALITIES
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent level, including at least a Grade 4 (previously Grade C) in English and Maths</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in a school environment or other educational setting</li> <li>• Experience working with children / young people with additional needs (e.g. special educational needs (SEN) and disabilities, behavioural needs, mental health needs)</li> <li>• Experience supporting and working with parents of young people</li> <li>• Experience working with colleagues and external stakeholders (e.g. from external agencies)</li> <li>• Experience of keeping good written records</li> </ul>
<b>Skills and knowledge</b>	<ul style="list-style-type: none"> <li>• Good listening skills</li> <li>• Effective written and verbal communication skills</li> <li>• Good IT skills</li> <li>• Knowledge of the barriers to learning that students may face</li> <li>• Tailoring plans and interventions to individual students</li> <li>• Ability to create good relationships with children, staff, parents and external agencies</li> <li>• Knowledge of available support services in the local area</li> <li>• Safeguarding of children and young people</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Patient and calm</li> <li>• Wants to provide the best possible opportunities for all students</li> <li>• Organised, good time management skills, proactive and self-motivated</li> <li>• Upholds and promotes the ethos and values of the school</li> <li>• Ability to work under pressure and prioritise effectively</li> <li>• Maintains confidentiality at all times</li> <li>• Committed to safeguarding, equality, diversity and inclusion</li> </ul>

## Notes:

This job description may be amended at any time in consultation with the postholder.

**Last review date:**

**Next review date:**

**Principal/line manager's signature:**

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**Date:**

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**Postholder's signature:**

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**Date:**

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